



# UNEMPLOYMENT BENEFITS *In* *Michigan*

## IMPORTANT INFORMATION about

- ✓ Telephone Filed Claims
- ✓ Internet Filed Claims

STATE OF MICHIGAN  
DEPARTMENT OF LABOR & ECONOMIC GROWTH

FEBRUARY 5, 2004

MARVIN has a  
Toll Free number:  
1-866-638-3993



## IMPORTANT INFORMATION

# What you **must do** to claim unemployment benefits.

Filing your claim for unemployment benefits is only part of your responsibility. To fully understand the requirements of Michigan's unemployment insurance program and to ensure that there are no problems in receiving your unemployment benefits, please carefully read through this booklet. If you have questions about your unemployment claim and have filed within the past 60 days, call our toll-free telephone application line at **1-866-500-0017 (TTY service only 1 (866) 366-0004)** and press option #3.

## Must do steps!

- ☐ **Meet the eligibility requirements.** *(See pages 17 – 18)*
- ☐ **Call MARVIN's toll-free telephone number to claim benefits and receive a check.** *(See page 19)*
- ☐ **Know your MARVIN appointment day and time.** *(See page 18 for the schedule)*
- ☐ **Select your MARVIN personal identification number (PIN). If you forget your PIN, you must select a new one.** *(See page 19)*
- ☐ **Report your total gross earnings when claiming benefits, including severance pay or any salary continuation payments.** *(See pages 6, 8 and 20)*
- ☐ **Register for work, if you do not have a definite return to work date within 120 days of your layoff.** *(See pages 17 and F-3\*)* You cannot be paid benefits unless you place your résumé in the Michigan Talent Bank 2-3 business days before your first call to MARVIN **and** report to a Michigan Works! service center to verify the registration. Use *Notice to Register for Work* (Form UIA 1222-M) from page F-3.

## Points to remember!

- You can change your option for having Michigan and federal income taxes withheld from each benefit check. *(See pages 13 and F-7)*
- Advise this Agency of changes in your name and/or address over the next 12 months. *(See page F-11)*
- Include your name, Social Security number, signature and date on all correspondence mailed or faxed to this Agency.
- Mail or fax all correspondence to the Saginaw Remote Initial Claims (RIC) Center. *(See inside back cover for the address and fax number.)*
- Make a copy for your files before sending any correspondence to this Agency.

*\*Pages F-1 through F-18 can be found in the forms section in the middle of this booklet. Tear out or copy forms from this booklet or obtain them at the UIA website ([www.michigan.gov/uia](http://www.michigan.gov/uia)).*

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# Benefit Rights, Responsibilities, and Terms Every Unemployed Worker Must Know

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# Benefit Rights and Responsibilities

This booklet explains your rights and responsibilities concerning claiming and receiving payment of benefits. It tells you what you should know and do when you claim Michigan unemployment benefits. This booklet does not have the force of law or rule, but gives a general explanation of the more important parts of the law. **Read it carefully and keep it for reference so you will know your rights under the law, and what you should do each week you claim benefits.**

Your new claim for unemployment benefits has been filed and processed through the Unemployment Insurance Agency's (UIA) automated system. You will receive in the mail a *Monetary Determination* (UIA 1575C WR) explaining your benefit entitlement. If you disagree with any part of your monetary determination, be sure to follow the instructions in **"Important! Protect your rights"** and **"Your protest and appeal rights"** in this booklet.

When claiming benefits, you must call our Michigan's Automated Response Voice Interactive Network (MARVIN) on your scheduled appointment day and time, or on Thursday or Friday of your appointment week, to certify/claim weeks of unemployment benefits and receive your checks. To locate your scheduled appointment day and time, read **Part Two** (Getting your unemployment check) of this booklet for detailed information.

If you have questions or concerns or you want a more thorough explanation of the eligibility requirements, you may:

- Log on to the Unemployment Insurance Agency Internet Website at [www.michigan.gov/uia](http://www.michigan.gov/uia). Click on available links to view and/or print valuable unemployment compensation information, or to file a new or additional claim via the Internet.
- Call our Claimant Customer Relations HOTLINE at **1-800-638-3995 (TTY service only 1 (866) 366-0004)**, Monday through Friday, 8:00 a.m. to 5:00 p.m.

## Remember to:

- Give complete, correct and truthful answers at all times to all questions asked by an Agency representative and by Michigan's Automated Response Voice Interactive Network (MARVIN). There are severe penalties for making false statements or failing to give important information.
- Have your Social Security number, any call-in notice you may receive, and one other piece of identification, such as a driver license or State ID number ready whenever you contact us.
- Include your name, Social Security number, signature and date on all attachments and correspondence mailed

or faxed to us.

## **Important! Protect your rights**

Whenever there is a question about your claim or an appeal is pending, it is important that you continue to certify. By certifying and reporting your eligibility, you will protect your right to receive benefits if the question is settled in your favor. Otherwise, even if you win your case, you will not be paid for any week for which you have failed to claim benefits.

Further, even if you are disqualified, held ineligible, or held subject to a denial period, each week you certify may serve to requalify you for benefits or may be used to pay you benefits if it is later determined that you were entitled to benefits during the period.

Each time you certify by phone, you must answer a number of questions. Your answers to the questions determine if you meet all the eligibility requirements for the week(s) you are claiming benefits. Give true, complete, and accurate responses. There are penalties for giving false information.

A record of every unemployment check you receive is sent to your employer. The chargeable employer will notify us if she or he does not agree with your reported earnings or does not believe you are entitled to the check you received. An investigator will then examine your claim.

## **Your protest and appeal rights**

If a question arises about your right to receive benefits, a predetermination fact-finding interview will be conducted, if required, to get the facts from you and your employer regarding the issues involved. You will receive a determination that tells you if you may receive benefits and explains why or why not. Copies of the determination go to you and your employer.

If you disagree with a determination, you can protest and ask for a review. You must do so in writing, by mail, or by fax, but any protest must be received on time. Otherwise, the determination will become final and not subject to further review, unless you establish good cause for late filing of a protest. **Your protest must be received in writing by the 30th day after the date the determination was issued to you.** If the 30th day is a Saturday, Sunday, legal holiday or Agency nonwork day, the protest must be **received** by the end of the next day which is not a Saturday, Sunday, legal holiday or Agency nonwork day. Otherwise, the determination will become final and not subject to further review.

Your employer has the same right to protest as you do and has the same time limits to protest and appeal.

When a protest is received from you or your employer, we take another look at the facts and the law and, if necessary, ask additional questions, and then make a redetermination. The redetermination will explain what changes, if any, are being made. Copies of the redetermination go to you and your employer. You may bypass the redetermination and appeal directly to an Administrative Law Judge (ALJ) if you and your employer, or you and your employer's agent(s) or attorney(s), agree to do so.

If you disagree with the redetermination, you can appeal for a hearing before an ALJ. Your employer has the same right. **This appeal must be received within 30 days**, the same as a protest to a determination.

Your employer has the right to protest any benefits charged to the company's UIA account. You must **respond to any request from this Agency for further information** on your claim even if you have drawn all of your benefits. A reversal of your entitlement could result in your being required to repay the protested amount.

You have the right to be represented by your own attorney, agent, or Advocate (see page 12 to learn how to request an advocate at no charge to you) and to present witnesses at a hearing before an ALJ.

If no appeal is filed, the redetermination becomes final and is not subject to further review unless good cause for late filing of an appeal is established. If you, your employer, or this Agency disagrees with the ALJ's decision, a request for a rehearing before the ALJ or an appeal to the Board of Review (a separate agency), must be received within 30 days. If either party is dissatisfied with the Board of Review's decision, the case may be appealed to a circuit court, the Court of Appeals, and the Supreme Court. If no further appeal is filed, the latest decision will become final after the 30-day appeal period.

If you and the employer involved in the ALJ hearing both agree, the case can bypass the Board of Review and go directly to a circuit court. The appeal must be received by the circuit court within the 30-day appeal period.

The Board of Review generally does not take new testimony from witnesses. The Board usually bases its decision on the facts presented at the ALJ hearing. The only arguments usually permitted before the Board of Review are about the law as applied to your case.

After the 30-day protest or appeal period has expired, a case can be reopened only if good cause can be established for failure to protest or appeal within the 30 days.

If a determination, redetermination or decision is made that

allows you benefits, you will be paid any benefits due and payments will continue unless and until: (1) the determination, redetermination or decision is reversed, or (2) a determination, redetermination or decision on a new issue holding you disqualified or ineligible is made, or (3) a new separation issue arises resulting from subsequent work.

If it is later determined that you were not entitled to all or part of the benefits you received, you may be required to repay the benefits improperly received.

### **How long is your benefit year?**

The beginning of your benefit year depends on when you file your application. In most cases, the benefit year begins with the Sunday of the week in which you file your application and lasts for 52 weeks.

Many workers go back to work before they receive all their allowable benefits. If you are again laid off before your benefit year ends, you can file an additional claim for benefits. If your benefit year ends before you can receive all your benefits, the unpaid benefits cannot be carried over to another benefit year. If you draw out all of your benefits before your benefit year ends, you cannot file another claim until your benefit year ends.

However, if you become unemployed after your benefit year is over, you may file a new application for benefits. At that time, it will again be determined whether you have sufficient wages in your new base period to establish a new benefit year, and whether you may receive benefits.

## How much must I earn to be eligible for benefits?

There are 4 methods to qualify for unemployment benefits. Wages you were paid in a period of 4 calendar quarters will be considered. (A calendar quarter is a period of 3 consecutive months ending the last day of March, June, September, and December.) The law requires that your wages be considered in the following order:

1. You must have worked for one or more liable employers and have wages paid in 2 quarters of the **first 4** of the last **5 completed** quarters. Further, you must have been paid wages of at least \$1,998.00 in one of the 4 quarters, and have been paid wages during the **first 4** quarters totaling at least 1.5 times the wages paid in the highest quarter. *or*
2. You must have been paid total wages in at least 2 quarters during the **first 4** of the last **5 completed** quarters that are equal to or greater than the Alternate Earnings Qualifier. The Alternate Earnings Qualifier is 20 times the State Average Weekly Wage. The amount of the Alternate Earnings Qualifier changes each year. Contact our Claimant Customer Relations Hotline to find out the current amount of the Alternate Earnings Qualifier. *or*
3. You must have worked for one or more liable employers and have wages in 2 quarters in the **last 4 completed** quarters. Further, you must have been paid wages of at least \$1,998.00 in one of the 4 quarters, and have been paid wages during the **last 4** completed quarters totaling at least 1.5 times the wages paid in the highest quarter. *or*
4. You must have been paid total wages in at least 2 quarters during the **last 4 completed** quarters that are equal to or greater than the Alternate Earnings Qualifier. The Alternate Earnings Qualifier is 20 times the State Average Weekly Wage. The amount of the Alternate Earnings Qualifier changes each year. Contact our Claimant Customer Relations Hotline to find out the current amount of the Alternate Earnings Qualifier.

If you file a new claim for benefits and your last benefit year expired within the last six calendar quarters, you must additionally satisfy the following earnings requirement:

- You must have worked after your prior benefit year began; **and**
- have been paid, by a liable employer, at least 5 times the last weekly benefit amount that was in effect in your prior benefit year.

See “**Subsequent claims**” on page 9 for details.

## Unemployment weekly benefit amount

Your weekly benefit amount will equal 4.1% (.041) of the highest quarter wages in the base period, plus \$6 for each dependent claimed up to 5 dependents. The maximum weekly benefit amount is \$362.

Contact the Claimant Customer Relations HOTLINE at (800) 638-3995, or visit our website at [www.michigan.gov/uia](http://www.michigan.gov/uia) for more information on claiming unemployment benefits, calcu-

lating how many weeks of benefits are payable, calculating your Weekly Benefit Amount (WBA), dependents, and the Alternate Earnings Qualifier (AEQ).

## How many weeks of benefits?

The number of weeks for which you may receive benefits will range from 14 to 26 weeks.

The formula for calculating how many weeks you may be entitled to receive benefits is:

1. Multiply your base period wages by 43% (0.43).
2. Divide the result in step 1 by your WBA.
3. Round down to the nearest half-week. The result is the number of weeks you may receive benefits. The maximum is 26 weeks and the minimum is 14 weeks, except for benefits based on family employment.

### *Example:*

1. Total Base Period Wages = \$5,898  
 $\$5,898 \times 43\% (0.43) = \$2,536.14$
2. If WBA = \$99  
 $\$2,536.14 \div \$99 = 25.62$
3. This is rounded down to the nearest half-week.  
The number of weeks allowed is 25.5.

## Certifying and getting your check

After your claim is filed, every two weeks you are required to certify to continue your eligibility to collect benefits. You will file your biweekly claims using Michigan’s Automated Response Voice Interactive Network (**MARVIN**). See Part Two of this booklet for details on MARVIN.

## Filing claims on time

To be filed on time and effective with the first week of unemployment, a new, additional, or reopened claim filed via the Internet or telephone must be received by us no later than the Friday of the week following the week of your last day of work.

If the Friday of a week is a legal holiday or nonwork day for this Agency, **then and only then** will your claim be considered timely if it is received by the next day that is not a Saturday, Sunday, legal holiday, or nonwork day for this Agency (generally, the following Monday). MARVIN, however, is available on holidays and nonwork days.

## Internet Filed Claims

The Internet Claim Filing System is available from 7:00 a.m. to 7:00 p.m. (Eastern Time), Monday through Friday. The website address is: [www.michigan.gov/uia](http://www.michigan.gov/uia).

You Can File a New Claim On-Line if:

- ✓ You live in the state of Michigan
- ✓ You have worked in the past 18 months

- ✓ You did not work in family employment
- ✓ You have not been in the military service in the past 18 months
- ✓ You have not been employed by the federal government in the past 18 months
- ✓ You worked only in the state of Michigan during the past 18 months
- ✓ You did not work under more than one Social Security Number in the past 18 months
- ✓ You have not filed a claim for unemployment benefits against another state in the past 12 months, and
- ✓ You want your claim to begin with this week

#### **You Can File an Additional Claim On-Line if:**

- ✓ You have a Benefit Year in effect with a payment balance
- ✓ You want your claim to begin with this week

Filing a claim on-line should take approximately 30 minutes on average, depending on the number of questions and Internet connection speed.

### **Telephone Filed Claims 1-(866) 500-0017**

The Interactive Voice Response (IVR) System is available from 8:00 a.m. to 4:30 p.m. (Eastern Time) Monday through Wednesday, with Thursday and Friday as make-up days. The IVR system can take new claims, as well as additional and reopened claims.

**You would file an additional claim if you return to work and become unemployed.** You would file a **reopened claim** if you stop certifying for any reason other than having worked again. A reopened claim is effective the beginning of the week in which it is **received** by us.

Unemployed workers can call the IVR system on the following schedule using the last two digits of your Social Security number:

<b><u>Last 2 digits of SSN</u></b>	<b><u>Day &amp; Time</u></b>
00 – 15	Mon. 8AM – 12:30PM
16 – 33	Mon. 12:30PM – 4:30PM
34 – 48	Tues. 8AM – 12:30PM
49 – 66	Tues. 12:30PM – 4:30PM
67 – 81	Wed. 8AM – 12:30PM
82 – 99	Wed. 12:30PM – 4:30PM

Most unemployed workers can complete their claims on the telephone without speaking to a staff person. If there is additional information that the unemployed worker cannot give over the IVR, the unemployed worker will be asked to hold, and the call will be transferred to a staff person at our Remote Initial Claim Center.

### **Return to work**

If you return to work less than full-time and do not earn at least 1½ times your weekly benefit amount, you may claim benefits for any of the weeks you were working. If you wish to claim a week and are using MARVIN, call during the week you normally would if you had not returned to work. When you call MARVIN, report any **earnings you had for work you performed in the week(s) you are claiming, even if paid at a later date.**

See “**Earnings while claiming benefits.**”

### **Penalties for false statements**

The law provides severe penalties for anyone who intentionally gives incorrect information or hides important information to obtain or increase benefits. Always give the full facts. If you get a job or do any work, indicate this when you call MARVIN, even though you have not been paid yet for your work. If you perform service in a week, which entitles you to wages, report the fact that you **earned** money in that week, even if you have not yet received the pay.

All employers are required to report quarterly, the names, Social Security numbers, and earnings of all their employees. This wage information is used to determine your eligibility for unemployment compensation and your benefit amount. For example, we can detect your failure to report earnings while receiving benefits when comparing wage information provided by employers.

If you purposely give incorrect information or hide important information:

1. You may have to pay a penalty equal to 2 times the amount of benefits fraudulently obtained, if less than \$500, or 4 times the amount of benefits if the amount is \$500 or more. If the amount is \$1,000 or more, the penalty could include items 4 and 5 below.
2. You will have to pay back any benefits wrongfully received.
3. You will lose your rights to remaining benefits.
4. You may have to pay a fine or go to jail, or perform community service, or all of these.
5. You may have to pay court costs, if prosecuted.

If you made a mistake in giving information or if there is an error on your check:

- Provide the correct information in writing with a brief explanation;
- Write “VOID” across the front of the check;
- Return the check for correction;
- Include your signed name, date and Social Security number on all correspondence; and
- Mail the corrected information and/or return the check to the Saginaw RIC Center (the address is on the inside back cover).

If you wish to report suspected unemployment compensation fraud, call the toll-free Fraud HOTLINE: **1-800-822-1122**. The line is available 24 hours a day. You will speak directly to a fraud investigator during normal business hours if one is available. If an investigator is not available or you are calling outside normal business hours, you may leave the information on the voice mail service.

## **Profiling/Reemployment Services Program**

The Profiling system identifies unemployed workers most likely to exhaust regular benefits before finding another job. If identified as likely to exhaust, these unemployed workers participate in additional reemployment services to help them become employed again.

Reemployment services may include the following:

- Job search assistance
- Individualized assessment
- Job placement services
- Job search workshops
- Counseling
- Job clubs
- Skills or aptitude testing
- Résumé writing assistance

The program is a joint project involving the Unemployment Insurance Agency and local Michigan Works! Agency service centers.

If selected, you **must** participate or you may not be eligible for unemployment benefits during the week(s) you fail to participate.

For more information call the Claimant Customer Relations HOTLINE, and request the pamphlet, *Profiling and Reemployment Services* (UIA 2161).

## **Earnings while claiming benefits**

If you work less than full time in a week, you may be paid unemployment benefits but your benefits will be reduced according to how much you **EARN** for work performed in the week for which you are claiming benefits **REGARDLESS OF WHEN YOU ACTUALLY ARE PAID**. You must report your total earnings, not just take-home pay. Earnings may include severance pay, salary continuation or other payments intended as continuing wages as a result of a separation and must be reported when calling MARVIN. The amount reported may reduce your benefits for that week. This does not include Supplemental Unemployment Benefits (SUB) paid by your employer.

Gross earnings will be subtracted from benefits as follows:

- If your earnings equal or exceed 1½ times your Weekly Benefit Amount, you are not eligible for any benefits that week.
- If your earnings are less than 1½ times your WBA but greater than your WBA, total earnings are subtracted from 1½ times your WBA. (See Example 1.)

- If your earnings are equal to or less than your WBA, half your earnings are subtracted from your WBA. (See Example 2.)

Your payment balance will be reduced by one full week if you receive any benefit payment in a week. The examples below show how this works (dollars and cents are rounded **down** to whole dollars).

### **Example 1**

- A. WBA = \$240
- B. Gross Earnings of \$320.52 = \$320
- C.  $\$240 \times 1.5 = \$360$
- D. B is more than A. Subtract earnings from C. This is the benefit check amount.  
 $\$360 - \$320 = \$40$

**\*\$40.00** is the estimated weekly benefit payment amount. If this week is claimed, it will reduce the payment balance by one full week.

### **Example 2**

- A. WBA = \$362
- B. Gross Earnings of \$101.78 = \$101
- C.  $\$362 \times 1.5 = \$543$
- D. B is less than A.  
 $\$362 - (\frac{1}{2} \times \$101) = \$362 - \$50.50 = \$311.50$   
 $\$311.50$  (round down) = \$311

**\*\$311.00** is the estimated weekly benefit payment amount

\*Pension from a base period employer, overpayment recoupment, income tax withholding, child support payments, or other types of payments can further reduce your benefit payments.

Because your balance of weeks of benefits is reduced by one full week when you claim a week, **regardless of how much you are paid**, you may want to calculate your benefit payment for any week you have earnings. You may choose to claim or not to claim benefits for that week. Choosing not to claim a week does not reduce your balance.

If you choose not to claim a week, you must still phone MARVIN during your scheduled week and answer “no” to the question about claiming **both** weeks. You must then answer “yes” or “no” to the questions about claiming benefits for **each** week. Answer the rest of the questions MARVIN asks you. .

You may earn more than your weekly benefit amount and still be considered underemployed if you are not back to work full-time (working the number of hours considered full-time by the employer). However, you will **not** be eligible to receive benefits for any week that your **earnings** equal or exceed 1½ times your WBA.

**How to calculate your benefit amount when you have earnings**

This area will help you determine whether or not to claim the week in question. **Remember**, if you choose to draw a minimum of \$1.00 for a week, your weeks of benefit entitlement will be reduced by a full week.

- A. WBA = \_\_\_\_\_
- B. Gross Earnings = \_\_\_\_\_ (round down to whole dollars)
- C. WBA x 1.5 = \_\_\_\_\_
- D. If B is more than A, subtract earnings from C.

If B is less than or equal to A, subtract ½ of earnings from A (round result down to whole dollars). This is the benefit check amount.

**Subsequent claims**

It is possible to have back-to-back claims with overlapping calendar quarters. This would mean that the lag quarter and filing quarter of the prior claim fall into the base period of the succeeding (subsequent) claim.

Wages paid in the overlapping quarters (the lag quarter and filing quarter of the prior claim) can be used for the succeeding claim unless the wages were previously used to establish a benefit year. **You must have worked and been paid wages of at least 5 times the most recent WBA (the one in effect during the previous benefit year), AFTER the start of the prior claim, before you can establish another claim.** The prior claim must have been effective within the last 6 calendar quarters before the succeeding claim.

**Preserving benefit entitlement**

If you become disabled, you may be able to preserve or “freeze” unused benefit entitlement for use when you are again able to work, but are unemployed. To do so, submit a written request to us within 90 days after your disability begins, if you are able. Should your medical inability prevent you from submitting this request on time, you may instead submit your written request within 90 days after your period of inability has ended.

You can also preserve your benefit entitlement if you submit your request within 90 days after being advised by us of your right to file for preservation of benefit entitlement.

However, in any event, your request must be made within 3 years after the disability began.

Be prepared to furnish us with a statement from your physician. Your physician may be required to complete Form UIA 1915, *Physician’s Statement*.

**Payments by calendar week or flexible week**

Benefits are paid for completed calendar weeks of unemployment. We use the calendar week of Sunday through Saturday. In reporting your earnings for any week for which you are claiming benefits, you must include total gross wages you

**earned** for work performed in the week in which the shift began. Do not wait to report these earnings until you are paid. They must be reported the week in which they are earned.

**FLEXIBLE WEEK BENEFITS** may be paid for a “flexible week” — a seven-day period which does not begin on a Sunday. This happens only when you earn as much as, or more than, 1½ times your Weekly Benefit Amount (WBA) in each of two consecutive calendar weeks **but, within those two weeks, there is a period of seven consecutive days or more in which you have no earnings.**

For the purpose of determining your earnings during the seven-day period, earnings for work performed during a shift which ends on one day but which began the day before, are considered as though earned on the day the shift began.

In the following example, your WBA is \$200 and 1½ times your WBA is \$300. You would qualify for a week of benefits during the layoff from Wednesday through Tuesday if otherwise eligible.

TWO WEEK PERIOD						
S	M	T	W	Th	F	S
	Earned	Earned	Laid	Laid	Laid	Laid
	\$150	\$150	Off	Off	Off	Off
S	M	T	W	Th	F	S
Laid	Laid	Laid	Earned	Earned	Earned	
Off	Off	Off	\$100	\$175	\$75	

Contact our Claimant Customer Relations Hotline at 1(800) 638-3995 for special instructions.

**Retirement/pension benefits**

To receive unemployment benefits, workers who retire must be able to work, be available for work and be looking for permanent full-time work. Workers who voluntarily retire may be disqualified. (See item 1 under “**Disqualifications.**”)

If your employer paid the entire cost of your retirement benefit, the full monthly amount of the retirement benefit will be prorated to a weekly amount and deducted from your WBA. If you contributed something, but less than one-half of the cost of your retirement benefit, one-half of the prorated weekly retirement benefit will be deducted from your WBA. If you contributed one-half or more to the cost of your retirement benefit, no deduction will be made from your WBA. Social Security benefits have no effect on your UI benefits.

In the following examples, assume you retire under a retirement plan that provides a monthly retirement benefit of \$430. Your WBA is determined to be \$180.

**Example 1. You did not contribute to the cost of the retirement benefit.**

Since you did not contribute to the cost of the retirement benefit, the full monthly amount of the retirement benefit must be prorated on a weekly basis and deducted from your WBA.

The \$430 monthly retirement benefit amount is divided by 4-1/3 weeks to arrive at a prorated weekly amount. This results in a weekly deduction of \$99. The \$99 is then subtracted from your \$180 WBA, leaving \$81. You would be entitled to unemployment benefits of \$81 a week (\$180 minus \$99 equals \$81).

**Example 2. You contributed something, but less than one-half of the cost of the retirement benefit.**

Since you contributed something, but less than one-half of the cost of the retirement benefit, one-half of the monthly retirement benefit, prorated to a weekly amount, is deducted from your WBA.

In this example, one-half of the prorated weekly deduction (\$99), based on the \$430 monthly retirement benefit, amounts to \$50. The \$50 is then subtracted from your WBA. You would be entitled to unemployment benefits of \$130 a week (\$180 minus \$50 equals \$130).

**Example 3. You contributed one-half or more to the cost of the retirement benefit.**

Since you contributed one-half or more to the cost of the retirement benefit, none of the \$430 would be prorated and deducted from your WBA. Therefore, you would be entitled to your full \$180 WBA.

## **Denial periods**

### **School Denial Periods**

Benefits are denied during the period between school terms (including summer breaks and customary vacation and holiday recess) to individuals who work in an institution of higher learning, or other educational institution, if they have a reasonable assurance of returning to work after break. These denial periods also apply to school bus drivers working for a private employer that has a contract with an educational institution, if at least 75% of the wages paid in the base period are from this employment.

School crossing guards are subject to a denial period between school terms only, not during customary vacation or holiday breaks.

### **Designated Seasonal Employer Denial Period**

Benefits will be denied during the period between two successive normal seasonal periods to designated seasonal workers if they have a reasonable assurance of returning to work in the next seasonal period. This applies to workers who:

- a. work for an employer 1) that usually operates 26 weeks or less a year, or 2) at least half of whose employees usually work 26 weeks or less a year; and
- b. work for an employer who has asked for and received designation as a seasonal employer; and
- c. were hired as, or have been made (and provided with a written notice), seasonal workers and work for a seasonal employer only during the normal seasonal period.

Construction workers are excluded from seasonal denial periods.

## **Professional Athlete Denial Periods**

Benefits are denied during the period between sports seasons or similar periods to athletes if they receive reasonable assurance that they will return the next season or similar period.

## **Disqualifications**

If you are disqualified, you may lose some or all of your benefits.

**1. You may be disqualified if you quit your job without good cause attributable to your employer or if you voluntarily retire.** You would **not** be disqualified for voluntarily leaving if you leave your job to accept work and actually work at another permanent, full-time job with an employer liable under the unemployment compensation law of this state, or to accept a recall from your former employer. Furthermore, if after establishing a claim you accept unsuitable work (for example, work at a great distance from your residence, or not within your abilities), you will not be disqualified if you quit the unsuitable work within 60 calendar days after you began that work.

If you quit or retire voluntarily and are disqualified, you will be required to requalify by “reworking.” Reworking means finding a job and earning 12 times your WBA to satisfy the rework requirement.

The earnings must result from employment with an employer liable under the unemployment compensation law of this or another state. Self-employment income cannot be used to requalify for benefits.

**2. You may be disqualified if you were discharged for:**

- a) **Misconduct connected with work, or**
- b) **Intoxication while at work.**
- c) **Placed on disciplinary suspension for misconduct connected with work.**

If you were discharged for one of these reasons and are disqualified, you will be required to requalify by “reworking.” (See “Ways of requalifying.”) Your rework requirement is 17 times your WBA.

The disqualification for a disciplinary layoff or suspension is the same as the disqualification for misconduct connected with work. You will be subject to the same misconduct penalties described in the “Ways of requalifying” section on page 11 of this booklet.

Whenever a charge of misconduct has been reduced to a disciplinary layoff, you will be disqualified for benefits for the duration of your disciplinary layoff. However, you will not be subject to the misconduct discharge penalty.

**3. You may be disqualified if you are discharged for:**

- a) **absence due to conviction and imprisonment** (other than under conditions of day parole or for a traffic violation resulting in absence of less than 10 consecutive work days); or

**b) participation in a strike or other concerted action contrary to a labor contract or in a wildcat strike or concerted action not authorized by the bargaining agent** (even if such discharge is later changed to a disciplinary layoff or suspension).

If you are disqualified for one of these reasons, you will be required to serve a 13-week requalification period before you can receive benefits. You will also lose up to 13 weeks of benefits.

**4. You may be disqualified if you are discharged for:**

- a) an act of assault and battery connected with your work;**
- b) the use or possession of an illegal substance at work, refusing to submit to a drug test, or testing positive on a drug test; or**
- c) theft or willful destruction of property connected with your work.**

If you were originally separated from employment under nondisqualifying circumstances and it is later established that you committed a theft against your employer between the notice of your layoff or discharge and the effective date of your separation, you will also be disqualified. The requalification requirement is the same as for theft.

If you are disqualified for any of these reasons, you will be required to serve a 26-week requalification period before you can receive benefits. You will also lose up to 13 weeks of benefits and you will not be entitled to any benefits based on work for the employer involved in that disqualification.

**5. You may be disqualified if you a) refuse, or fail to report for, a job interview; b) fail to apply for a job; or c) fail to accept an offer of suitable work.**

In deciding whether a job is suitable, we take into account your past experience, training, prior earnings, how long you have been out of work, your chances of finding a job in your line of work, the distance of the job from your home, and any risk to your health and safety.

You will be denied benefits for refusing an offer of suitable work if the gross pay offered is at least 70% of your gross pay rate before unemployment. In addition, you will be required to serve a 13-week requalification period before you can receive benefits. You will also lose up to 13 weeks of benefits.

**6. You may be disqualified if you are unemployed due to a labor dispute (strike or employer lockout).** We will consider the facts of the specific situation and the same ruling will be made for all workers unemployed for the same reason related to the labor dispute. It is important that you continue to certify during the period of unemployment due to the labor dispute.

**7. You may be disqualified if you work for a temporary help firm (THF) and do not notify the firm within seven days that a work assignment ended.**

If you are disqualified for this reason, you will be required to serve a 13-week requalification period before you can receive benefits. You will also lose up to 13 weeks of benefits.

---

**If you are disqualified for any reason and protest that determination, you should continue to certify until a final decision is made, or you go back to work, or you are told to stop certifying.** If the determination is reversed, you cannot be paid for any week(s) for which you did not certify.

---

## **Ways of requalifying**

A disqualification imposed for a voluntary quit can be terminated after you have worked and earned 12 times your WBA. A disqualification imposed for a discharge for misconduct, intoxication, or for disciplinary suspension or disciplinary layoff due to misconduct, can be terminated after you have worked and earned 17 times your WBA.

Disqualifications imposed for a 13- or 26-week requalification period will be terminated when you complete the required period.

You will be credited with a week of requalification for each week in which you:

- 1) certify as directed and meet the same requirements as apply to claiming a benefit payment; or
- 2) earn at least \$153.00

**To requalify by certifying, you must continue to call MARVIN during the requalification period.**

## **Improperly received benefits**

### **Paying Back Overpayments**

This Agency is responsible for collecting overpayments established under the MES Act.

If you have an overpayment and are currently employed, contact the UIA Benefit Overpayment Collection Unit at 1-800-638-6372 regarding repayment terms. Important: if you become unemployed and establish a claim for unemployment benefits, at least 20% of your weekly unemployment benefit payment will be taken and posted against your overpayment account(s). It is definitely to your advantage to repay the debt and have the unemployment benefits available to you when they are needed.

If fraud was involved in the overpayment, 100% of weekly benefit payment(s) will be taken and posted to your overpayment account(s). Additionally, 100% of your weekly benefit payment(s) will be taken and posted to your damage account(s).

If fraud was involved and the fraudulent act occurred on or after 4/28/2002, or occurred prior to 4/28/2002 and continued thereafter, damages may be 2 times the amount of benefits fraudulently obtained, if less than \$500, or 4 times the amount of benefits if the amount is \$500 or more. If the amount is \$1,000 or more, the penalty could include a fine, or jail time, or community service, or all of these.

For an act occurring prior to 4/28/2002, damages may be 2 times the amount of benefits fraudulently obtained under \$1000, or 3 times the amount of benefits if the amount is \$1000 or more.

Failure to repay benefits improperly received can also result in this Agency intercepting your Michigan income tax refund, or referring your case to the Department of the Attorney General for judgment or wage garnishment.

### **Waiver of Repayment**

Collection of benefit overpayments may be waived (forgiven) if the payment was made without fault on your part and if recovery of the benefits would be contrary to equity and good conscience. Repayments may be waived if:

- 1) there was an administrative clerical error; or
- 2) the employer failed to provide wage and separation information timely and your **good faith** statement proves to be erroneous; or
- 3) you can establish that you are indigent (in financial hardship).

### **If it is found that fraud exists on a claim, the overpayment cannot be waived.**

Whenever you are informed that benefits were improperly paid to you, you will also be informed if collection will be waived.

If repayment has not been waived and you feel that repayment of the benefits paid to you would be against equity and good conscience, you may request a ***waiver of recovery of overpayment*** or protest any denial of a waiver. Such a request or protest must be received within 30 days of the date the determination, redetermination, or decision which (1) **requires** recovery of overpayment, or (2) **denies a waiver** of recovery of overpayment was issued. A request for a waiver due to financial hardship does not have to be made within the 30-day period.

### **HELP!**

Help is available to you in protesting/appealing. Agency staff will explain the (re)determination to you. Also, if you disagree with the (re)determination and wish to take further action, they will explain to you how to file a protest or an appeal to an Administrative Law Judge (ALJ). Call our Claimant Customer Relations Hotline at 1-800-638-3995 (TTY service only 1 (866) 366-0004).

### **Advocacy Program and lawyer referral**

The Advocacy Program provides no-cost assistance to unemployed workers and employers in preparing cases for administrative appeal, and in many cases will include representation at these hearings. Most kinds of unemployment compensation cases are included in the program. **You must call for advocacy assistance AFTER filing your timely appeal.** For more information, call our information hotline at **1-800-638-3994** and listen for button to press for advocacy.

If you file an administrative appeal to your case or appeal to the Board of Review, you do not necessarily need to have a lawyer. However, if you wish to have one, many county Bar

Associations maintain lawyer referral services. If your county does not have such a service, you may call the State Bar of Michigan, toll free, for a lawyer referral, at **1-800-968-0738**.

There are also “legal services” or “legal aid” agencies throughout the state, and the UAW maintains an Unemployment Insurance Clinic available at no cost to both UAW members and non-members living in the tri-county Metropolitan Detroit area. The UAW Clinic, other legal services, and legal aid agencies may be found in the white pages of your telephone directory.

### **Adjustment Assistance for workers under the Trade Act of 1974 (TRA)**

You may be paid unemployment benefits under the federal Trade Act if you have lost your job or have been laid off as a result of trade with other countries.

Under the Trade Act of 1974, as amended, you may apply for Trade Adjustment Assistance (TAA) if increased imports have adversely affected your job. The assistance may include Trade Readjustment Allowances (TRA), which provide a weekly income once you exhaust your regular unemployment benefits if you are still unemployed. In addition, if you are totally or partially separated from your job, a Michigan Works! Agency service center can help you in preparing for and finding a new job. You may be eligible for training, allowances to search for work in other areas, and a relocation allowance to move to a new job.

Contact the TRA/TAA Unit at 1-866-241-0152 and ask for pamphlet *Adjustment Assistance for Workers Under the Trade Act of 1974* (UIA 1628), or visit the Forms area of the UIA website at [www.michigan.gov/uia](http://www.michigan.gov/uia) for more information.

### **NAFTA Transitional Adjustment Assistance**

You may receive similar assistance if you lose your job or have been laid off due to trade with, or your employer’s shift in production to, Canada or Mexico because of the North American Free Trade Agreement (NAFTA). This program is called NAFTA Transitional Adjustment Assistance (NAFTA-TAA).

Contact the TRA/TAA Unit at 1-866-241-0152 and ask for the *NAFTA Transitional Adjustment Assistance Program* (UIA 1628-S), or visit the Forms area of the UIA website at [www.michigan.gov/uia](http://www.michigan.gov/uia) for more information.

### **Extended Benefit (EB) Program**

The beginning and ending of extended benefit periods will be announced in the news media. You may also contact the EB/TEUC Information hotline at 1-866-241-0152, or visit the UIA website at [www.michigan.gov/uia](http://www.michigan.gov/uia) for updates regarding

the Extended Benefits program.

Generally, in order to be eligible for extended benefits you must: (1) be eligible and not disqualified under the Michigan law; and (2) have exhausted all rights to regular state benefits; and (3) have a benefit year current within an extended benefit period.

### **Benefit Accuracy Measurement Program**

Your claim could be one of those randomly selected to be audited as part of an accuracy measurement program. This program is designed to determine the quality of unemployment insurance payments in Michigan. It also provides us with information that could lead to improvements in UIA procedures.

If your claim is selected for a review, you will be contacted for an in-depth interview regarding your claim. You will be informed of the documents you should have available during the interview. They will include your Social Security card, your marriage license (if married), and birth certificates for yourself and for any dependents. Your eligibility for benefits, work history, work search contacts, and other aspects of your claim will be reviewed.

In most cases the review will confirm that your claim was processed correctly. However, if you were over- or under-paid, adjustments may be made.

Your cooperation in the Benefit Accuracy Measurement Program will enable this Agency to better serve unemployed workers in Michigan.

### **Crossmatch Program**

This Agency conducts a fraud detection and prevention system called the Crossmatch Program. Employers report the names, Social Security numbers, and wages of all their Michigan employees every quarter. Benefit payment information for selected unemployed workers is compared against these quarterly wages files. This crossmatch system identifies unemployed workers who have both worked in, and collected unemployment benefits for, the same week. The Crossmatch Program ensures that unemployment benefits are correctly paid to eligible unemployed workers.

### **Child support, alimony, and bankruptcy withholding**

Anywhere from 50 to 65 percent of the benefits you would receive for a claimed week of unemployment may be withheld for alimony or child support if we receive a court order from a circuit court. If an order is received from a federal Bankruptcy Court, withholding is not limited to 65%.

These withholdings can be from **all** unemployment compensation programs, including all federal programs, the Extended

Benefit (EB) program, and the Temporary Extended Unemployment Compensation (TEUC) program.

### **Taxing benefits**

Unemployment benefits are considered income for federal and state tax purposes. Form 1099-G, *Certain Government Payments*, is sent to you and the Internal Revenue Service each year showing the amount of benefits you received during the previous calendar year. The form is mailed to unemployed workers by the end of January. You should keep us informed of your current address, so this important information can be mailed to you. If you disagree with the amount shown on Form 1099-G, contact our Claimant Customer Relations Hotline at 1 (800) 638-3995 for correction.

You may choose to have both **Michigan and federal income taxes** withheld from your weekly unemployment benefits. If you choose to have income taxes withheld, both taxes will be withheld. You may **not** choose to have just one or the other withheld.

Deductions for **federal** income taxes are **10%** of the taxable portion of your weekly benefit payment (after pension and earnings reductions). Michigan income tax is withheld at the rate in effect when the claim begins and is withheld after deductions for pensions, earnings, dependents, and exemptions. Deductions for **Michigan** income tax for benefits paid on or after 1/5/2003 is **4.0%**. Beginning 7/1/2004, the deduction for Michigan income tax will change to 3.9%. The income tax deduction is taken out *after* other mandatory deductions: *overpayment recoupment, fraud penalties, and child support*.

You can choose to have taxes withheld only **once per benefit year** but you can *always stop* your withholding. To do this, you must complete and return *Income Tax Withholding* (UIA 1581).

Forms are available on the UIA website at [www.michigan.gov/uia](http://www.michigan.gov/uia), or can be requested by telephone by calling the Claimant Customer Relations HOTLINE. Form UIA 1581 is included in the Forms Section in the middle of this booklet. Form 1099-G will reflect the state and federal income tax withheld for the calendar year.

### **Disclosure of information**

The information that you provide concerning your claim for unemployment benefits is confidential.

However, federal and state laws require that certain types of information must be provided upon request for statistical and unemployment compensation program purposes. For example, if you are handicapped as defined in Section 504 of the Rehabilitation Act of 1973, or the Americans with Disabilities Act of 1994 (i.e., have a physical or mental impairment which substantially limits one or more major life

activities; a record of such impairment; or are regarded as having such impairment), then such information may be collected for statistical research purposes.

In addition, all employers must report the names, Social Security numbers and earnings of all their employees. This wage information will be provided to other governmental agencies to verify eligibility for Aid to Families with Dependent Children, Medicaid, Food Stamps, and other public assistance programs. Also, we may disclose, under certain circumstances, information on your claim to authorized federal and state agencies, or the Friend of the Court. Information concerning your benefit payments also is provided to the Michigan Department of Treasury and the Internal Revenue Service.

### **Child day care**

The availability of quality, affordable childcare services is often a major concern of many unemployed workers. If you are faced with a lack of adequate child day care facilities, a referral listing of local area nonprofit child day care networks is available at your county Family Independence Agency offices. For more information, call the facilities directly.

### **More unemployment information**

Contact the Claimant Customer Relations HOTLINE 1 (800) 638-3995 (TTY service only 1 (866) 366-0004), or visit the UIA website, [www.michigan.gov/uia](http://www.michigan.gov/uia), for information on the following:

- Waivers of registration for work and seeking work requirements;
- Filing a claim while still working;
- Filing your claim when away from home;
- When you have worked in more than one state;
- Federal unemployment compensation for civilian and ex-military personnel.

*(Continued on Page 15 after Forms Section)*

# Tear-Out Forms

Forms can also be copied and accessed from the Internet at [www.michigan.gov/uia](http://www.michigan.gov/uia).  
Completed forms may be returned by mail or fax.

**Mail all correspondence to the Saginaw Remote Initial Claims (RIC) Center. The Saginaw RIC Center address can be found on the inside back cover of this booklet.**

Notice to Register for Work (UIA 1222-M) .....	F-3
Inquiry (UIA 1734-M) .....	F-5
Income Tax Withholding (UIA 1581) .....	F-7
Protest of a (Re)Determination (UIA 1733-M) .....	F-9
Request for Name and/or Address Change (UIA 1925) .....	F-11
Unemployed Worker's Record of Work Search (UIA 1924) .....	F-13
Weekly Earnings Calculation Worksheet (UIA 1541) .....	F-15
Unemployed Worker's Record of Telephone Calls to MARVIN (UIA 1932) .....	F-17





State of Michigan  
Department of Labor & Economic Growth  
**UNEMPLOYMENT INSURANCE AGENCY**



Social Security Number: -

Name: \_\_\_\_\_

## NOTICE TO REGISTER FOR WORK

If you do not have a definite return to work date from your last employer that is within 120 days from your last day worked, you must register for work to be eligible for unemployment benefits. To register, your résumé must be placed in Michigan's Talent Bank (MTB) on the Internet two to three business days **before** your first call to Michigan's Automated Voice Interactive Network (MARVIN). You may enter your résumé directly on the Internet at [www.michworks.org](http://www.michworks.org). Paper applications are also available at Michigan Works! Agency (MWA) service centers.

YOU MUST REPORT IN PERSON WITH THIS FORM TO AN MWA SERVICE CENTER TO VERIFY THAT YOU REGISTERED FOR WORK BY PLACING YOUR RÉSUMÉ ON THE MTB WEBSITE ON THE INTERNET. Call 1-800-285-WORK to be connected with the MWA nearest you. The MWA must stamp this form with résumé data entry date and return it to you. The MWA will notify this Agency that you have registered for work. Keep this form for the duration of your benefit year (1 year) as proof that you have registered for work. Your benefit payment may be affected later, if your registration cannot be proven.

**MICHIGAN WORKS! INSIGNIA W/DATA ENTRY DATE**





State of Michigan  
Department of Labor & Economic Growth  
Unemployment Insurance Agency



# INQUIRY

**This form is used to request general claims information** (e.g., question regarding your entitlement, 10 or more days have passed and your benefit payment has not been received, etc.). **Do not use this form to protest a (re)determination.** Use *Protest of a (Re)Determination* (Form UIA 1733-M) for this purpose, and refer to "Your Protest and Appeal Rights" found in this booklet.

**ONLY USE THIS FORM IF YOU HAVE FAILED TO GET YOUR REQUESTED INFORMATION THROUGH THE MARVIN SYSTEM, OR BY CALLING UIA CLAIMANT CUSTOMER RELATIONS HOTLINE. IF YOU ARE INQUIRING ABOUT A PAYMENT DELAY, USE THIS FORM ONLY IF YOU HAVE NOT RECEIVED A SCHEDULED PAYMENT AFTER 10 OR MORE DAYS.**

**BE SURE TO SIGN THIS FORM.**

(PLEASE PRINT)

Social Security Number:  -

Check this box if this is a new address ☐

Telephone Number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City & State: \_\_\_\_\_ Zip Code \_\_\_\_\_

## COMPLETE THE ITEM THAT CORRESPONDS TO YOUR INQUIRY

1. I filed a new claim on \_\_\_\_\_ and have not received a determination.
2. I filed a reopened claim on \_\_\_\_\_ and have not received a determination.
3. I filed for extended benefits on \_\_\_\_\_ and have not received a determination.
4. I called MARVIN or sent form(s) for payment for week(s) ending \_\_\_\_\_ and through \_\_\_\_\_ and have not received my payment(s).
5. I requested a redetermination on \_\_\_\_\_ concerning the determination dated \_\_\_\_\_ and have not received the redetermination
6. I filed an appeal to the Administrative Law Judge (by mail ☐ / faxed ☐ / other ☐ ) on \_\_\_\_\_ concerning the redetermination dated \_\_\_\_\_. I have not been scheduled for a hearing ☐ OR have not received a decision from my Administrative Law Judge hearing ☐.
7. I submitted a lost/stolen affidavit ☐, forgery affidavit ☐ on \_\_\_\_\_ for week(s) ending \_\_\_\_\_ and through \_\_\_\_\_ and have not received my payment(s) or information.
8. I request the following information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Over)

Mail or fax this form to the address below. This form will be returned to you with our answer. The answer will be written below. If you have any questions contact Claimant Customer Relations Toll-free 1-800-638-3995.

# ANSWER

Appropriate question number is circled.

**1. / 2. / 3.**

Your determination has ☐ has not ☐ been issued because \_\_\_\_\_

\_\_\_\_\_

4. Payment for the week(s) indicated has not been issued because \_\_\_\_\_

\_\_\_\_\_

5. Your redetermination has ☐ has not ☐ been issued because \_\_\_\_\_

\_\_\_\_\_

6. Your hearing has ☐ has not ☐ been scheduled because \_\_\_\_\_

\_\_\_\_\_

You have not received a decision on your appeal because \_\_\_\_\_

\_\_\_\_\_

7. You have received no response to your affidavit because \_\_\_\_\_

\_\_\_\_\_

8. The following is in response to your request: \_\_\_\_\_

\_\_\_\_\_

## OTHER INFORMATION OR INSTRUCTIONS:

\_\_\_\_\_

\_\_\_\_\_

**See Attachment(s).**

**Staff Person's Initials:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**UIA  
P.O. BOX 5050  
Saginaw, MI 48605-5050  
Fax: (989) 758-1986**



## INCOME TAX WITHHOLDING

COMPLETION OF THIS FORM IS VOLUNTARY

S.S. #:    -   -

(PLEASE PRINT)

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

FOR OFFICE  
USE ONLY

BYB: \_\_\_\_\_

You have the option to have federal **and** Michigan income tax withheld at the rates listed below, from the taxable portion of your unemployment benefits. The taxable portion of your weekly benefit amount (WBA) for federal tax is the remaining balance after any pension and/or earnings deductions. The taxable portion of Michigan income is the remaining balance after any deductions for pension, earnings, **and** exemptions. If you choose income tax withholding, you must have BOTH taxes withheld at the indicated percentages.

The withheld tax amounts will be shown on your benefit check stub and the annual tax year Form 1099-G, *Certain Government Payments*, which reflects the total benefit amount paid to you for the preceding calendar year.

Income taxes will not be withheld from your benefit checks unless authorized by you with your signature. No action is necessary if you do not wish to have income taxes withheld from your benefit checks.

**\* NOTE: Although you can stop withholding at any time, you may elect to have taxes withheld only once per benefit year.**

☐

**START** 10% Federal Income Tax.

AND Michigan Income Tax Withholding Rate for benefits paid on or after:

1/1/2003..... 4.0%

7/4/2004..... 3.9%

FOR MICHIGAN INCOME TAX PURPOSES,  
WHAT IS THE NUMBER OF YOUR EXEMPTIONS? (include yourself)

☐

**STOP** withholding income taxes from my benefit checks.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

ANY QUESTIONS? CONTACT OUR CLAIMANT CUSTOMER RELATIONS HOTLINE:

**1-800-638-3995**

Monday through Friday 8:00 a.m. - 5:00 p.m.

Return this form to:

UIA

P.O. Box 5050

Saginaw, MI 48605-5050

Fax: (989) 758-1986





- IN YOUR PROTEST OR APPEAL, INDICATE THE REASON(S) WHY YOU DO NOT AGREE WITH THE (RE)DETERMINATION. ALSO, PROVIDE ANY NEW OR ADDITIONAL FACTS NOT PRESENTED IN YOUR FIRST STATEMENT.
- ATTACH COPIES OF ANY DOCUMENTS, EMPLOYER NOTICES, CORRESPONDENCE, OR OTHER TYPES OF INFORMATION WHICH MAY CLARIFY THE ISSUE YOU ARE PROTESTING. THESE DOCUMENTS WILL NOT BE RETURNED SO YOU SHOULD SEND DUPLICATES OR COPIES.
- **YOU MUST PROTEST IN WRITING.** IN ORDER TO BE ON TIME, **YOUR PROTEST MUST BE RECEIVED BY THIS AGENCY WITHIN 30 DAYS AFTER THE DATE THE DETERMINATION WAS MAILED.** IF YOUR PROTEST IS NOT RECEIVED ON TIME, IT MAY AFFECT THE DECISION YOU RECEIVE.

**IF THE 30 DAY PROTEST PERIOD HAS ALREADY LAPSED, YOUR STATEMENT SHOULD INDICATE WHY YOUR PROTEST WAS NOT ON TIME.**

IF YOU HAVE ANY DIFFICULTY COMPLETING THIS FORM, CONTACT THE CLAIMANT CUSTOMER RELATIONS HOTLINE AT 1-800-638-3995.

**THIS FORM CAN BE USED TO PROTEST A DETERMINATION, OR APPEAL A REDETERMINATION.**

**RETURN YOUR COMPLETED FORM TO:   UIA  
P.O. BOX 5050  
SAGINAW, MI 48605-5050  
FAX: (989) 758-1986**



## REQUEST FOR NAME and/or ADDRESS CHANGE

- FOR A NAME CHANGE REQUEST, SUBMIT A COPY OF LEGAL PROOF WHICH DOCUMENTS THE CHANGE •

Check Appropriate Box: ☐ NAME CHANGE ☐ ADDRESS CHANGE

Your Name: \_\_\_\_\_  
First Last Middle Initial

Social Security Number: --

### NAME CHANGE

Your Name: \_\_\_\_\_  
First Last Middle Initial

Reason for Change: ☐ Married ☐ Divorced ☐ Personal Choice

### ADDRESS CHANGE

Old Address: \_\_\_\_\_  
Street Address City State Zip Code

New Address: \_\_\_\_\_  
Street Address City State Zip Code

Telephone Number: ( \_\_\_\_\_ ) \_\_\_\_\_  
Area Code

If you have relocated outside of Michigan, will it be for more than 4 weeks? ..... ☐ Yes ☐ No  
(If you answered "Yes," your file will be transferred to the Interstate Benefit Unit.)

I know the law provides penalties of fine and/or imprisonment and/or community service for any false statement(s). I certify that the information reported on this form is true and correct to the best of my knowledge.

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

RETURN COMPLETED FORM TO: UIA, P.O. BOX 5050, SAGINAW, MI 48605-5050, FAX: (989) 758-1986

#### • FOR UIA USE ONLY •

DO NOT SIGN UNTIL YOU HAVE ENTERED THE UPDATED INFORMATION INTO THE SYSTEM.

Staffperson's Signature: \_\_\_\_\_ Data Entry Date: \_\_\_\_\_















Using MARVIN to Certify/Claim Weeks of Unemployment Benefits  
(Getting your unemployment check)

MARVIN  
Michigan’s Automated Response  
Voice Interactive Network

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# WHO IS MARVIN?

## Michigan's Automated Response Voice Interactive Network

MARVIN allows you to communicate with the Unemployment Insurance Agency (UIA) computer system by using a **touch-tone or a push-button telephone with a tone/pulse switch** (the switch must be set at "tone"). Rotary or pulse telephones cannot interact with MARVIN. MARVIN uses digitized human speech to provide you with step-by-step instructions and information regarding your claim.

To use MARVIN all you need is:

- access to a touch-tone or tone/pulse telephone
- your Social Security Number
- your Personal Identification Number (PIN)

MARVIN allows you to:

- phone-in your continued weeks of unemployment
- ask for information about your benefit check, such as the date your last payment was made and the amount.

Unemployed workers are required to use MARVIN to phone in their claims for continued weeks of benefits.

## ADVANTAGES OF USING MARVIN

MARVIN gives you improved services by:

- allowing you to phone-in to certify/claim benefits every two weeks
- telling you the amount of your benefit check and the date your check will be mailed
- processing your weekly certifications faster and benefit checks are mailed out quicker
- service is available from 8:00 a.m. through 7:00 p.m., Monday through Friday.

## HOURS OF OPERATION

MARVIN is available **Monday through Friday** between the hours of **8:00 a.m. through 7:00 p.m., Eastern Time**. You will be assigned an appointment day and hour to phone-in. Your appointment day will either be on a Monday, Tuesday, or Wednesday. Appointment hours are scheduled between 8:00 a.m. and 6:00 p.m. You may not phone-in at any other time on Monday, Tuesday, or Wednesday. **If you miss your appointment, you may phone-in on Thursday or Friday between the hours of 8:00 a.m. through 7:00 p.m.** It is in your best interest to call at your appointment time so your check can be received timely. The longer you wait, the longer it will take to receive your check.

### MONDAY, TUESDAY WEDNESDAY

8:00 a.m. – 7:00 p.m.

*Certify by Appointment Only  
Inquire Anytime*

### THURSDAY FRIDAY

8:00 a.m. – 7:00 p.m.

*Certify or Inquire Anytime  
No Appointment Necessary*

- MARVIN operates on Eastern Time.
- If your scheduled appointment day falls on a holiday, MARVIN will be available to take your call.

## POINTS TO REMEMBER:

- If you **stop claiming benefits** for even one week, because of a return to work or other reason, and then wish to reactivate your claim, **you may not reactivate your claim by using MARVIN**. In some cases you may be able to reactivate your claim by filing an additional claim on the UIA website at [www.michigan.gov/uia](http://www.michigan.gov/uia). You **must** file to reactivate your claim during the **first week** for which you are claiming benefits. Refer to Part One of this booklet for details on filing claims on time.
- If you **do not certify using MARVIN** during your appointment week, you are considered late. If you **certify late** and do not have good cause, your certification will be effective as of the week received. You will not be paid for any week before that. If you have good cause, you may be paid for

the earlier week(s). Also, if it is found that you do not have good cause for filing late, your **new, additional, or reopened claim** will be effective beginning the week in which it is filed.

- Whether you use MARVIN or certify for benefits using a different method, checks are all mailed from Lansing.
- **Do not let anyone else certify for you.** If anyone else certifies for you, both you and the other person may be prosecuted.

Contact us for special instructions if:

- you are in a training program approved by your Michigan Works! Agency (MWA).
- you are claiming a flexible week.
- you are self-employed and submitting a profit/loss statement.
- you are not able to use MARVIN, for whatever reason.

## Eligibility requirements

When you phone MARVIN, you will be asked about your eligibility for the two calendar weeks that ended on the Saturday before your scheduled call-in day.

You must meet the following requirements every week unless they are waived:

1. **Certify for benefits timely.** Certify by calling MARVIN **biweekly** during the week **following the week(s) you are claiming**. If you do not, your payment may be held up or you may lose your benefits.  
  
Even if you must serve a requalification period or are protesting a denial of benefits, you should keep reporting as instructed.
2. **Register for work.** If you do not have a definite return to work date within 120 days from your last day of work, you must register for work by filing a résumé in the Michigan Talent Bank (MTB) two or three days before your first call to MARVIN **and** report to a Michigan Works! (MWA) Service Center to verify this action. Use form, *Notice to Register for Work*, (UIA 1222-M) which can be found in the Forms Section in the middle of this booklet if you are required to register for work. The service center will do all it can to help you find employment. You can call **1-800-285-WORK** for the service center nearest to you.
3. **If selected for the Profiling/Reemployment Services Program**, participate as instructed.
4. **Seek work full time.** You must try to find a job yourself. Filing an application with a Michigan Works! Agency service center is not enough. If a person in your line of work usually finds a job by going in person to an employer's plant, place of business, or employment office; registering with a union; answering help wanted ads; taking Civil Service examinations for government jobs; sending résumés; or by any other method, then you are expected to do the same things to find work.

If the chances of finding a job in your occupation are not good, you should look for other work compatible with your experience, training, and earnings. The longer you are unable to find work in your regular occupation, the more you should look for work in other lines, and the more willing you should be to accept a job that pays less. See item 5 under "**Disqualifications**," in Part One of this booklet.

Keep a log of places you contacted for work, including the date contacted, address, phone number, and person to whom you spoke. You may use Form UIA 1924, "Unemployed Worker's Record of Work Search" in the Forms section of this booklet for your log.

5. **Be able to work full time.** You must be physically and mentally able to work full-time. You must be able to do the kind of work that you did in the past or other work that is in line with your experience, training, and education.

6. **Be available for work full time.** You must be ready and willing to take a full-time job on any shift during which your work is ordinarily performed. If not, you should answer "no" when MARVIN asks you if you were able and available.

The availability requirement will be waived if there is a death in your immediate family. This waiver will begin on the date of the death and continue for 4 additional days. An "immediate family member," in addition to a spouse, includes your (or your spouse's) child, stepchild, adopted child, grandchild, parent, grandparent, brother, or sister. It also includes the spouses of these individuals.

7. **Be unemployed.** This means that you did not work at all during the week(s) for which you are claiming benefits, or if you worked part-time, your total earnings (not just take-home pay) were less than 1½ times your weekly benefit amount. People who work enough hours to be considered full-time by the employer (generally, but not always, 40 hours a week) are not unemployed and cannot receive benefits even if they earn less than 1½ times their weekly benefit amount. Be sure to answer "yes" if you worked and report your entire earnings before deductions for income tax, pensions, savings bonds, life or health insurance, union dues, etc., even if you have not yet been paid.

We must know your total earnings, not just your take-home pay. Report your **gross earnings for the work performed in week(s) you are certifying for**, not the week you receive the wage payment. If you draw benefits for a week(s) or a partial week(s) you were not entitled to, you could be subject to severe penalties.

If you worked on a shift, which began on Saturday and ended on Sunday, the full amount of wages earned on that shift must be included in the week containing the Saturday.

Be sure to report any time you did not report to work as scheduled. Earnings lost because of not reporting as scheduled must be considered in deciding whether you may receive benefits. For example, if you were instructed to return to work on Thursday but you did not report until Friday, the wages lost by not working as scheduled on Thursday would be considered as earned (along with Friday's earnings) in determining whether you are eligible for benefits for that week. In addition, if you have received, or will receive, holiday pay, vacation pay, severance pay, salary continuation, other wage continuation, retirement benefits or automatic short week benefits for the week you are claiming, you must report this to us.

If you are on a leave of absence from work granted by your employer, either at your request or according to a collective bargaining agreement, you generally would not be considered "unemployed" and would not, therefore, be entitled to unemployment benefits. However, if you are on a mandatory leave of absence based on your employer's policy, you could still be entitled to unemployment benefits if you meet the other eligibility requirements.

If you elect to be laid off, you could be eligible for benefits if 1) your employer is planning a temporary layoff for lack of work; 2) the election to be laid off is an option provided under a collective bargaining agreement or written employer plan; and 3) the employer consents to your election. You must, however, meet the other eligibility requirements.

## GETTING STARTED

Before calling MARVIN, there are a few things you need to do:

- (1) Read this entire booklet before you phone-in your biweekly claim. Have your responses ready to enter.
- (2) Use this Schedule of Appointments to find out your appointment time.
- (3) Select your four digit Personal Identification Number (PIN).
- (4) Know the week ending dates for the weeks you are claiming. You must use Saturday's date for the week ending date (see chart below).
- (5) Use Form UIA 1541, *Weekly Earning Calculations Worksheet*, (Page F-15) to determine total earnings you had during the week(s) you are claiming that must be reported in your call to MARVIN.

## SCHEDULE OF APPOINTMENTS

Your appointment day and time is found by using the last two digits of your Social Security Number. For example:

If your Social Security Number is:

555-55-5511

The last two digits are 11.

- Look at the schedule below and locate the number 11. **Number 11 falls on Monday between numbers 10 and 12.**
- Under the column labeled "**EASTERN TIME**," the appointment for number 11 is between the hours of **11:00 a.m. – 12:00 noon**. This is the designated hour during which you **should** phone-in your claim. You may ask questions about payment of your claim at any time.

EASTERN TIME	MONDAY	TUESDAY	WEDNESDAY
8:00 – 9:00	00-01-02-03	34-35-36	67-68-69
9:00 – 10:00	04-05-06	37-38-39	70-71-72
10:00 – 11:00	07-08-09	40-41-42	73-74-75
11:00 – 12:00	<b>10-11-12</b>	43-44-45	76-77-78
12:00 – 1:00	13-14-15	46-47-48	79-80-81
1:00 – 2:00	16-17-18	49-50-51	82-83-84
2:00 – 3:00	19-20-21	52-53-54	85-86-87
3:00 – 4:00	22-23-24	55-56-57	88-89-90
4:00 – 5:00	25-26-27	58-59-60	91-92-93
5:00 – 6:00	28-29-30	61-62-63	94-95-96
6:00 – 7:00	31-32-33	64-65-66	97-98-99

If you are unable to call during your appointed time, you may call on **Thursday or Friday between 8:00 a.m. and 7:00 p.m.** If you miss your scheduled appointment, you may not receive your check on time.

## NOW YOU ARE READY TO MAKE YOUR FIRST CALL TO MARVIN

### THREE WEEK PERIOD

Sun	Mon	Tue	Wed	Thu	Fri	Sat	If your Benefit Year begins this week
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Call MARVIN this week

PERSONAL IDENTIFICATION NUMBER (PIN)

In order to claim weeks of unemployment or ask questions about your claim, you need a **secret Personal Identification Number (PIN)**. Your PIN is a four-digit number that serves as your electronic signature for claiming and receiving unemployment benefits and for obtaining information regarding your claim.

Selecting Your PIN

Prior to calling in the first time, you must decide what you want your four-digit PIN to be. When selecting your PIN, be sure to choose numbers that will be easy for you to remember. If you forget your PIN, or if you believe someone else knows your PIN, contact us and request that your PIN be changed. **Agency staff will not know or have access to your PIN.**

In choosing your PIN, for your added security, you should not use parts or variations of your:

- Social Security Number
- Credit Card Numbers
- Birthdate
- Checking or Savings Account Numbers
- Telephone Number
- Address

**REMEMBER, YOUR PIN IS YOUR SECRET IDENTIFICATION NUMBER. DO NOT TELL ANYONE YOUR PIN!**

Entering Your PIN

When you call MARVIN for the first time, you must enter your chosen PIN. This is how to enter your PIN.

- (1) Dial MARVIN'S Toll-Free Number **1-866-638-3993**.
- (2) MARVIN will begin your process as follows:

PIN SCRIPT

**MARVIN:** Welcome to Michigan's Automated Response Voice Interactive Network. You can call me MARVIN!

**CUSTOMER:** If you are using a touch-tone phone – Press 1 now.

**MARVIN:** To claim weeks of unemployment – Press 1.

To inquire – Press 2.

To listen to helpful hints about MARVIN – Press 3.

To complete the Eligibility Review Process (ERP) – Press 4 (available Thursdays and Fridays only).

If you wish to end this call at any time, just hang up.

**CUSTOMER:** Make your selection by pressing 1, 2, 3, or 4 on your telephone keypad.

**MARVIN:** Please enter your Social Security Number now.

**CUSTOMER:** Enter your nine-digit Social Security Number.

**MARVIN:** Please enter your chosen four-digit Personal Identification Number (PIN) now.

**CUSTOMER:** Enter your four digit PIN.

**MARVIN:** Please re-enter your chosen four-digit Personal Identification Number.

**CUSTOMER:** Re-enter the same four-digit number to confirm.

*MARVIN will allow you three attempts to confirm your PIN. If you cannot do so by the third try, MARVIN will refer you to your booklet and disconnect.*

Once you have confirmed your PIN, MARVIN will say:

**MARVIN:** Your Personal Identification Number is accepted. You should use this four-digit number each time you call.

**Once you have successfully entered your PIN, MARVIN will begin the process selected.**

USING MARVIN TO PHONE-IN YOUR BIWEEKLY CLAIM

Weeks Claimed

**You can only claim the two weeks prior to the week you phone-in.** For example:

Looking at the calendar below, if you call MARVIN on **Tuesday, March 22**, you may only claim the weeks ending **Saturday, March 12**, and **Saturday, March 19**. You may not claim the week ending Saturday, March 5. If you are claiming weeks other than the two weeks before the week you phone-in your claim, call the Claimant Customer Relations HOTLINE.

MARCH						
SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Making the Call

MARVIN will ask you a series of questions. **You must answer all questions truthfully. Giving false information, having someone else call in for you, or answering questions for anyone other than yourself is considered fraud. Any benefits you received through fraud may have to be paid back at four times the amount, or you may be required to serve a jail sentence, and/or pay a fine, and/or perform community service.**

To answer the questions that MARVIN will ask you, use the keys on your touch-tone telephone keypad:

PRESS	DESCRIPTION
0	TO REPEAT QUESTION
1	FOR "YES"
9	FOR "NO"

**When you have completed entering your information, do not hang up until MARVIN says GOOD BYE. This means that MARVIN has completed recording your information. If you hang up before MARVIN tells you GOOD BYE, your check will not be issued.**

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**NOTE:** If during your call to MARVIN there is background noise (a loud radio, television, or talking), static on the line, or if you're using a cellular phone and have a bad connection, you may need to hang up and call back. These sounds may interfere with your communicating with MARVIN.

You are now ready to make the call!

(1) Dial MARVIN'S Toll-Free Number **1-866-638-3993**.

(2) MARVIN will begin your process as follows:

**MARVIN:** Welcome to Michigan's Automated Response Voice Interactive Network. You can call me MARVIN!

**CUSTOMER:** If you are using a touch-tone phone – Press 1 now.

To claim weeks of unemployment – Press 1.

To inquire – Press 2.

To listen to helpful hints about MARVIN – Press 3.

To complete the Eligibility Review Process (ERP) – Press 4 (available Thursdays and Fridays only).

If you wish to end this call at any time, just hang up.

**CUSTOMER:** Make your selection by pressing 1, 2, 3, or 4 on your telephone keypad.

**MARVIN:** Enter your Social Security Number now.

**CUSTOMER:** Enter your nine-digit Social Security Number.

**MARVIN:** Please enter your chosen four-digit Personal Identification Number (PIN) now.

**CUSTOMER:** Enter your four digit PIN .

*If you hang up before I tell you GOOD BYE, your check will not be issued.*

*Warning! You must answer all questions truthfully. Giving false information or answering questions for anyone other than yourself constitutes fraud and is punishable by law.*

*If you need a question repeated, you may press "0" at any time. You must answer all questions by pressing "1" for "Yes," or "9" for "No."*

MARVIN will begin the certification process.

**These questions apply only for the week(s) you are claiming.**

**QUESTION #3: WERE YOU ABLE TO WORK FULL-TIME AND AVAILABLE FOR FULL-TIME WORK?**

**YES >** Press 1 if you were able to work and available for full-time work during the week(s) you are claiming.

**NO >** Press 9 if you were **not** able to work and available for full-time work during the week(s) you are claiming.

**QUESTION #4: WERE YOU SEEKING WORK?**

**YES >** Press 1 if you **did** seek work during the week(s) you are claiming.

**NO >** Press 9 if you **did not** seek work during the week(s) you are claiming.

**QUESTION #5: DID YOU QUIT ANY WORK, FAIL TO ACCEPT ANY JOB OFFER, OR GET FIRED FROM A JOB?**

**YES >** Press 1 if you **did** quit, were fired by an employer, or refused work during the week(s) you are claiming.

**NO >** Press 9 if you **did not** quit, were **not** fired, or **did not** refuse work during the week(s) you are claiming.

**QUESTION #6: DID YOU BEGIN SCHOOL OR TRAINING OR BEGIN RECEIVING A PENSION?**

**YES >** Press 1 if you **did** begin school, training, or receiving a pension during the week(s) you are claiming.

**NO >** Press 9 if you **did not** begin school, training, or receiving a pension during the week(s) you are claiming.

**This question applies only for school, training, or pension that begins during the week(s) you are claiming.**

**QUESTION #7: DID YOU HAVE EARNINGS, VACATION PAY, HOLIDAY PAY, SEVERANCE PAY, OR OTHER WAGE CONTINUATION PAY? DO NOT REPORT SUB PAYMENTS PAID BY YOUR EMPLOYER.**

**YES >Press 1.**

> MARVIN will ask if you had earnings during the first week you are calling in for.

• *If yes, press 1.* You will be instructed to enter the dollar amount and press the star key (\*). For example: If your before deduction earnings were \$137.56, enter only the dollar amount and press the star key (\*).

137\*

MARVIN will ask you to enter the cents and press the star key (\*).

56\*

• *If no, press 9.*

> MARVIN will ask if you had earnings during the second week you are calling in for.

• *If yes, press 1.* You will be instructed to enter the dollar amount and press the star key (\*). For example: If your before deduction earnings were \$75.00, enter only the dollar amount and press the star key (\*).

75\*

MARVIN will ask you to enter the cents and press the star key (\*).

00\*

• *If no, press 9.*

**NO >** Press 9.

**NOTE:** If your earnings are from vacation pay, please call the Claimant Customer Relations HOTLINE after completing the call to MARVIN.

**QUESTION #1: ARE YOU BACK TO WORK FULL TIME?**

**YES >** Press 1 on your keypad.

> You will be asked to enter your back-to-work date. You must enter six digits, 2 for the month, 2 for the date, and 2 for the year (070503).

> MARVIN will repeat the date you entered.

• *If this date is correct, press 1.*

• *If not, press 9.* MARVIN will repeat the question.

You may enter the correct date.

**NO >** Press 9 on your keypad. MARVIN will ask question #2.

**QUESTION #2: ARE YOU CLAIMING BOTH WEEKS ENDING SATURDAY, MM/DD/YY AND SATURDAY, MM/DD/YY?**

**YES >** Press 1.

MARVIN will go to question #3.

**NO >** Press 9.

> MARVIN will ask if you are claiming benefits for week #1. MARVIN will give you the week ending date.

• *If yes, press 1.* • *If no, press 9.*

> MARVIN will then ask if you are claiming benefits for week #2. MARVIN will give you the week ending date.

• *If yes, press 1.* • *If no, press 9.*

> If your response was "No" for weeks #1 and #2, and you are claiming other weeks, you must contact the Claimant Customer Relations HOTLINE.

If your response was "Yes" for one or both weeks, MARVIN will ask question #3.

If you are an ex-servicemember, MARVIN will ask the following question. If you are not, MARVIN will skip this question.

Question applies only to ex-servicemembers.

**QUESTION #8: DID YOU BEGIN RECEIVING A SUBSISTENCE ALLOWANCE FROM THE DEPARTMENT OF VETERANS' AFFAIRS FOR VOCATIONAL REHABILITATION TRAINING, SURVIVOR'S OR DEPENDENT'S EDUCATIONAL ASSISTANCE, OR SPECIAL ASSISTANCE FOR THE EDUCATIONALLY DISADVANTAGED?**

**YES > Press 1.**

**NO > Press 9.**

After you have answered all of the questions, MARVIN will repeat the information that you have entered. MARVIN will then ask:

**If the information is correct DO NOT HANG UP! > Press 1**

**If any information is not correct > Press 9**

**MARVIN will repeat questions 2 through 7. If you are an ex-servicemember, question 8 will also be repeated. If information still is incorrect, MARVIN will hang up. Review instructions in your booklet and call back. If you continue to have problems, contact the Claimant Customer Relations HOTLINE at 1-800-638-3995.**

**If you are eligible for benefits, MARVIN will tell you the dollar amount and the date your check will be mailed. If you do not agree with the amount of your check, contact the Claimant Customer Relations HOTLINE at 1-800-638-3995 immediately. If your check is not payable, MARVIN will accept your information and tell you what to do next.**

**MARVIN will then tell you GOOD BYE. Remember, DO NOT HANG UP UNTIL MARVIN SAYS GOOD BYE. If you hang up before you hear the words GOOD BYE, your information will not be recorded and no check will be sent. You must call back and begin the process over again.**

**If after completing your call you find that you made an error, you must contact the Claimant Customer Relations HOTLINE at 1-800-638-3995. If possible, call on the same day the error was made.**

## USING MARVIN TO INQUIRE ABOUT YOUR CLAIM

When you have questions concerning your claim, MARVIN will assist you. MARVIN can give you information such as the **date your last check was mailed, the amount of your last check, the number of weeks already paid, and the number of payments you have left.**

**You may call MARVIN to ask questions about your claim anytime Monday through Friday between the hours of 8:00 a.m. and 7:00 p.m.**

To ask MARVIN questions about your claim:

(1) Dial MARVIN'S Toll-Free Number **1-866-638-3993**.

(2) MARVIN will begin your process as follows:

**MARVIN:** Welcome to Michigan's Automated Response Voice Interactive Network. You can call me MARVIN!

**CUSTOMER:** If you are using a touch-tone phone – Press 1 now.

**MARVIN:** To claim weeks of unemployment – Press 1.

To inquire – Press 2.

To listen to helpful hints about MARVIN – Press 3.

To complete the Eligibility Review Process (ERP) – Press 4 (available Thursdays and Fridays only).

If you wish to end this call at any time, just hang up.

**CUSTOMER:** Make your selection by pressing 1, 2, 3, or 4 on your telephone keypad.

Press 2 to inquire about your claim.

**MARVIN:** Please enter your Social Security Number now.

**CUSTOMER:** Enter your nine-digit Social Security Number – XXX XX XXXX.

**MARVIN:** Please enter your chosen four-digit Personal Identification Number (PIN) now.

**CUSTOMER:** Enter your four digit PIN – XXXX.

**MARVIN:** If you would like to know the last payment date and check amount > Press 1.

If you would like to know the balance of weeks payable > Press 2.

If you would like to know the date of the most recent certification > Press 3.

To end the call > Press 4.

If you would like to certify, you will need to call MARVIN back.

**CUSTOMER:** If you press 1, MARVIN will say:

Your last pay date is \_\_\_\_\_ for the amount of \$\_\_\_\_\_. Please allow at least ten working days from the time you phone-in your certification before you inquire about your benefit check.

If you press 2, MARVIN will say:

You are entitled to \_\_\_\_\_ weeks. Your balance is \_\_\_\_\_, and the number of weeks that you have already been paid is \_\_\_\_\_.

If you press 3, MARVIN will say:

Your last certification was for the week ending \_\_\_\_\_.

If you press 4, MARVIN will say:

GOOD BYE and disconnect.

All three choices will repeat after MARVIN answers your question.

**MARVIN:** Your comments about the automated service, MARVIN, are appreciated. Please send them to: MARVIN, 3024 W. Grand Blvd., Suite 12-300, Detroit, Michigan 48202. — Thank you.

## HELPFUL HINTS

If you cannot certify during your appointment hour because the system was not available, your specific appointment time requirement is automatically waived for the week, but you must still call back sometime during normal operating hours in that week.

Sometimes the phone lines are busy at the beginning of the appointment hour. You might try calling a few minutes later during the appointment hour.

## ELIGIBILITY REVIEW PROGRAM (ERP)

You may be selected for the Eligibility Review Program (ERP) program based on the length of your continuous unemployment. The ERP is intended to help you identify and remove barriers which prevent you from returning to gainful employment and reduce the duration of your unemployment. If you are selected, you will receive *Eligibility Review Questionnaire* (UIA 1726-S) in the mail. To complete the ERP timely call MARVIN and select Option 4 on the first Thursday or Friday (but within 21 days of the mail date) after receiving the form. Benefit payment will continue without delay if the ERP is completed timely and all questions are answered in a manner which does not indicate a possible ineligibility.

If selected, you must call MARVIN to complete the ERP **in addition** to your regular MARVIN certification day and time to continue receiving benefit payments. If you do not call MARVIN to complete the ERP, you must call the Claimant Customer Relations HOTLINE to complete *Eligibility Review Questionnaire* (UIA 1726). You will not be eligible for future benefits until the ERP requirement is satisfied.

## QUICK CERTIFICATION METHOD

After using MARVIN a few times, these condensed instructions provide a quick method of certifying for weeks of unemployment.

1. Call MARVIN's Toll-Free Number **1-866-638-3993**.
2. Enter your Social Security Number using the keypad on your touch-tone phone or a phone with a tone-pulse switch (the switch must be set on tone).
3. Enter your four digit Personal Identification Number (PIN). Do not write your PIN in this booklet.
4. **Press 1** to claim weeks of unemployment.  
**Press 2** to inquire about payment on your claim.  
**Press 3** for Helpful Hints about MARVIN.  
**Press 4** to complete the Eligibility Review Process (ERP) (available Thursdays and Fridays only).  
**Hang up** to end the call at any time.
5. MARVIN will ask you several questions. Answer these questions by pressing:
  - **1** if your answer is YES
  - **9** if your answer is NO
  - \* Press the star key after entering the dollar amount and the cents.  
\$150.20 = Enter dollar amount: 150\*  
Enter cents amount: 20\*
  - When entering dates, do not leave spaces – 072503
6. MARVIN will repeat all of your answers
  - **Press 1** if all of your answers are correct
  - **Press 9** if any of your answers are wrong. The questions will repeat once more.

After three failed attempts to enter the correct information, MARVIN will tell you to review your handbook or contact the Claimant Customer Relations HOTLINE at 1-800-638-3995 for assistance.
7. MARVIN will tell you the date your check will be mailed and the dollar amount. If your check is not payable, MARVIN will tell you what to do next.
8. Do not hang up until MARVIN tells you **GOOD BYE**.

## GLOSSARY & MOST COMMONLY USED ACRONYMS

Additional Claim (AC):	An application filed by a unemployed worker who has an established benefit year, and has interrupted his/her claim series by returning to work.
Alternate Earnings Qualifier (AEQ):	An alternate method of qualifying for benefits in which an individual was paid wages in 2 or more calendar quarters of the base period totaling at least 20 times the state average weekly wage (SAWW).
Base Period (BP):	A period of 4 consecutive completed calendar quarters in which wages are considered to determine if an individual can establish a claim for unemployment benefits.
Base Period Employer (BP EMP):	An employer that paid wages to the unemployed worker during any of the 4 consecutive calendar quarters of the standard or alternate base period used to establish the benefit year.
Benefit Year (BY):	The 52 consecutive calendar week period beginning with the first calendar week for which an application for benefits is filed.
Benefit Year Beginning (BYB):	The first date of the individual's benefit year which is, normally, the first Sunday date of the week in which an application for benefits is filed.
Benefit Year Ending (BYE):	The last date of the individual's benefit year which is usually a Saturday date 52 weeks later than the BYB date.
Combined Wage Claim (CWC):	A claim filed and processed for an unemployed worker with covered wages and employment in more than one state.
Determination (DET):	A written statement on a form or letter by an authorized agent of this Agency concerning a unemployed worker's claim for benefits.
Eligibility Review Program (ERP):	The purpose of the ERP is to ensure that benefits are paid only to unemployed workers who meet the eligibility requirements of the MES Act.
EFC	Employer Filed Claim
Job Attached Waiver (JAW):	The requirement that unemployed workers register for work may be satisfied by filing a UIA claim if the unemployed worker has a definite return-to-work date within 120 days of the last day worked.
Interactive Voice Response (IVR):	Automated telephone system that has been set up to accept new, additional and reopened unemployment claims.
LDW:	Last Day Worked.
Lag Quarter (LAG):	The quarter that immediately follows the standard base period.
MARVIN:	Michigan's Automated Response Voice Interactive Network allows unemployed workers to certify on their claim and inquire about their claim by communicating with the UIA automated benefits system using a touch-tone telephone.
New Claim (NC):	An application filed by an unemployed worker who does not have an established current benefit year, for the purpose of obtaining a determination of benefit entitlement. A new claim must be filed in the first week you are unemployed.

Personal Identification Number (PIN):	A four-digit number selected by an unemployed worker. It serves as the claimant's electronic signature allowing the unemployed worker to access information regarding the status of the claim, and allows to certify bi-weekly using MARVIN.
Redetermination:	A written or printed statement issued on a form or letter by an authorized agent of this Agency which affirms, modifies, or reverses a prior determination or redetermination.
Registration for Work:	An application for work filed with a Michigan Works! Agency.
Registration & Seeking Work Waiver (RSW):	A waiver that is granted if the unemployed worker's separating employer notifies this Agency in writing that the layoff is temporary and that work is expected to be available for the unemployed worker within a declared number of days, not to exceed 45, following the last day worked.
Reopened Claim:	Claims in a benefit year where the claim series was interrupted by reasons other than work.
Reporting Day:	Unemployed workers using MARVIN must report according to the last two digits of their Social Security Number.
RICC:	Remote Initial Claim Center.
Standard Base Period (SBP):	The first 4 of the last 5 completed calendar quarters before the first day of the individual's benefit year.
State Average Weekly Wage (SAWW):	The average weekly wage of the state which is computed annually, based on the four quarters ending June 30 <sup>th</sup> and is issued in December for the next calendar year.
Weekly Benefit Amount (WBA):	The amount payable to the unemployed worker, if eligible, for each week of unemployment in the benefit year.
Weeks of Entitlement:	The number of weeks in which benefits are payable during the benefit year.

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2003								Wk. No.
	S	M	T	W	Th	F	S	
JAN	5	6	7	8	9	10	11	1
	12	13	14	15	16	17	18	2
	19	20	21	22	23	24	25	3
	26	27	28	29	30	31	1	4
FEB	2	3	4	5	6	7	8	5
	9	10	11	12	13	14	15	6
	16	17	18	19	20	21	22	7
	23	24	25	26	27	28	1	8
MAR	2	3	4	5	6	7	8	9
	9	10	11	12	13	14	15	10
	16	17	18	19	20	21	22	11
	23	24	25	26	27	28	29	12
APR	30	31	1	2	3	4	5	13
	6	7	8	9	10	11	12	14
	13	14	15	16	17	18	19	15
	20	21	22	23	24	25	26	16
MAY	27	28	29	30	1	2	3	17
	4	5	6	7	8	9	10	18
	11	12	13	14	15	16	17	19
	18	19	20	21	22	23	24	20
JUN	25	26	27	28	29	30	31	21
	1	2	3	4	5	6	7	22
	8	9	10	11	12	13	14	23
	15	16	17	18	19	20	21	24
JUL	22	23	24	25	26	27	28	25
	29	30	1	2	3	4	5	26
	6	7	8	9	10	11	12	27
	13	14	15	16	17	18	19	28
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	3	4	5	6	7	8	9	31
	10	11	12	13	14	15	16	32
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	24	25	26	27	28	29	30	34
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	7	8	9	10	11	12	13	36
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	26	27	28	29	30	31	1	43
	2	3	4	5	6	7	8	44
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	23	24	25	26	27	28	29	47
	30	1	2	3	4	5	6	48
	7	8	9	10	11	12	13	49
	14	15	16	17	18	19	20	50
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	28	29	30	31	1	2	3	52

2004								Wk. No.
	S	M	T	W	Th	F	S	
JAN	4	5	6	7	8	9	10	1
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	18	19	20	21	22	23	24	3
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	8	9	10	11	12	13	14	6
	15	16	17	18	19	20	21	7
	22	23	24	25	26	27	28	8
MAR	29	1	2	3	4	5	6	9
	7	8	9	10	11	12	13	10
	14	15	16	17	18	19	20	11
	21	22	23	24	25	26	27	12
APR	28	29	30	31	1	2	3	13
	4	5	6	7	8	9	10	14
	11	12	13	14	15	16	17	15
	18	19	20	21	22	23	24	16
MAY	25	26	27	28	29	30	1	17
	2	3	4	5	6	7	8	18
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	8	9	10	11	12	13	14	32
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	29	30	31	1	2	3	4	35
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DEC	7	8	9	10	11	12	13	45
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	5	6	7	8	9	10	11	49
	12	13	14	15	16	17	18	50
	19	20	21	22	23	24	25	51
	26	27	28	29	30	31	1	52

2005								Wk. No.
	S	M	T	W	Th	F	S	
JAN	2	3	4	5	6	7	8	1
	9	10	11	12	13	14	15	2
	16	17	18	19	20	21	22	3
	23	24	25	26	27	28	29	4
FEB	30	31	1	2	3	4	5	5
	6	7	8	9	10	11	12	6
	13	14	15	16	17	18	19	7
	20	21	22	23	24	25	26	8
MAR	27	28	1	2	3	4	5	9
	6	7	8	9	10	11	12	10
	13	14	15	16	17	18	19	11
	20	21	22	23	24	25	26	12
APR	27	28	29	30	31	1	2	13
	3	4	5	6	7	8	9	14
	10	11	12	13	14	15	16	15
	17	18	19	20	21	22	23	16
MAY	24	25	26	27	28	29	30	17
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	8	9	10	11	12	13	14	19
	15	16	17	18	19	20	21	20
JUN	22	23	24	25	26	27	28	21
	29	30	31	1	2	3	4	22
	5	6	7	8	9	10	11	23
	12	13	14	15	16	17	18	24
JUL	19	20	21	22	23	24	25	25
	26	27	28	29	30	1	2	26
	3	4	5	6	7	8	9	27
	10	11	12	13	14	15	16	28
AUG	17	18	19	20	21	22	23	29
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	31	1	2	3	4	5	6	31
	7	8	9	10	11	12	13	32
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	27	28	29	30	1	2	3	48
	4	5	6	7	8	9	10	49
	11	12	13	14	15	16	17	50
	18	19	20	21	22	23	24	51
	25	26	27	28	29	30	31	52

\* Bolded & underlined dates are State of Michigan holidays.



# NOTES

# NOTES

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Governor



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Quantity: 40,000 – Cost: \$10,400 – Cost per Copy: 26¢  
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